

Name Amendment

Criteria : Free of charge as long it meets the below conditions.

Ticketed : Must be processed following the guidelines.

Non-ticketed : Encouraged booking to be cancelled and rebook

- On the basis of "same person",
- Middle name addition or deletion
- Surname, Middle and First name swapped
- Title / gender correction
- Omitted part of name
- Change name to match travel documents
- Spelling mistake or typing error
- Legal reasons if any (document proof required for the name)
- If not the "same person" - not permitted
- Correction can only be done for itineraries involving CX flights only

Name Amendment Procedures

Travel agents must ask for name correction authorization from Reservation office via SSR OTHS.

For SSR OTHS entry format please refer to GDS cue card or contact GDS helpdesk for assistance.

Example : “SSR OTHS ZZ FROM CX AUTH NAME CORRECTION FROM CHAN/JACKY TO CHAN/JACK”.

After updating SSR, agents to contact CX customer care team (reservations) on the toll-free number - **+94 11 2029183**.

Once name correction done, agent to reissue ticket with endorsement - **REISSUE DUE NAME CORRECTION**.

Login to www.cxagents.com to view complete details on the latest name amendment policy.

Last updated on 30 August 2023

